

General

Title

Family members' satisfaction with care in the intensive care unit: mean overall score on the Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire.

Source(s)

Heyland DK. Family Satisfaction with Care in the Intensive Care Unit© (FS-ICU 24) version 11. Canada: Canadian Researchers at the End of Life Network (CARENET); 2006 Aug 15. 7 p.

Measure Domain

Primary Measure Domain

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

Secondary Measure Domain

Does not apply to this measure

Brief Abstract

Description

This measure is used to assess the overall satisfaction of family members of patients in the intensive care unit based upon their responses to the Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire.

Rationale

In the intensive care unit (ICU), patient-centered care includes family-centered care. Since most ICU patients cannot make decisions for themselves, families are often involved as surrogate decision makers. Therefore, the perspectives of family and other surrogate decision makers are especially important in the critical care setting, and family satisfaction is an important outcome measure.

Families have an important role in sharing relevant information, for example: what transpired before the admission; what kind of person the patient is; and, perhaps most importantly, what the patient would want in terms of care, given the current situation.

A key domain of quality of care is satisfaction with care. Because desirable health status outcomes may not be attained after critical illness and because mortality rates in tertiary referral ICUs may approach 15% to 20%, satisfaction with care is important not only to patients but also to their families. Furthermore, given that the majority of critically ill patients (especially those at high risk for poor outcomes) are unable to participate in decision making about treatments, the family's perspective is central to understanding (and measuring) satisfaction with care in the ICU.

Primary Clinical Component

Family satisfaction; intensive care unit; decision-making

Denominator Description

Family members of intensive care unit patients who completed the Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire (see the related "Denominator Inclusions/Exclusions" field)

Numerator Description

Respondents' answers to the Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire (see the related "Numerator Inclusions/Exclusions" field)

Evidence Supporting the Measure

Evidence Supporting the Criterion of Quality

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

Need for the Measure

Use of this measure to improve performance

Variation in quality for the performance measured

Evidence Supporting Need for the Measure

Kryworuchko J, Heyland DK. Using family satisfaction data to improve the processes of care in ICU. *Intensive Care Med.* 2009 Dec;35(12):2015-7. [PubMed](#)

Rothen HU, Stricker KH, Heyland DK. Family satisfaction with critical care: measurements and messages. *Curr Opin Crit Care.* 2010 Aug 21;:Epub ahead of print. [PubMed](#)

Stricker KH, Kimberger O, Schmidlin K, Zwahlen M, Mohr U, Rothen HU. Family satisfaction in the intensive care unit: what makes the difference?. Intensive Care Med. 2009 Dec;35(12):2051-9. [PubMed](#)

Wall RJ, Curtis JR, Cooke CR, Engelberg RA. Family satisfaction in the ICU: differences between families of survivors and nonsurvivors. Chest. 2007 Nov;132(5):1425-33. [PubMed](#)

Wall RJ, Engelberg RA, Downey L, Heyland DK, Curtis JR. Refinement, scoring, and validation of the Family Satisfaction in the Intensive Care Unit (FS-ICU) survey. Crit Care Med. 2007 Jan;35(1):271-9. [PubMed](#)

State of Use of the Measure

State of Use

Current routine use

Current Use

Internal quality improvement

Quality of care research

Application of Measure in its Current Use

Care Setting

Hospitals

Professionals Responsible for Health Care

Advanced Practice Nurses

Nurses

Physicians

Social Workers

Lowest Level of Health Care Delivery Addressed

Single Health Care Delivery Organizations

Target Population Age

Adults (no pediatrics)

Target Population Gender

Either male or female

Stratification by Vulnerable Populations

Unspecified

Characteristics of the Primary Clinical Component

Incidence/Prevalence

Unspecified

Association with Vulnerable Populations

See the "Rationale" field.

Burden of Illness

See the "Rationale" field.

Utilization

Unspecified

Costs

Unspecified

Institute of Medicine (IOM) Healthcare Quality Report Categories

IOM Care Need

Getting Better

Living with Illness

IOM Domain

Patient-centeredness

Data Collection for the Measure

Case Finding

Users of care only

Description of Case Finding

Family members of intensive care unit patients who completed the Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire following their family member's most recent ICU admission

Denominator Sampling Frame

Patients associated with provider

Denominator Inclusions/Exclusions

Inclusions

Family members of intensive care unit patients who made at least one visit and completed* the Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire

*"Completed" surveys are defined as those with at least 70% of the items in the respective scale completed.

Exclusions

Unspecified

Relationship of Denominator to Numerator

All cases in the denominator are equally eligible to appear in the numerator

Denominator (Index) Event

Institutionalization

Denominator Time Window

Time window brackets index event

Numerator Inclusions/Exclusions

Inclusions

Respondents' answers to the Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire. From the responses, a scale score is calculated. On this scale, 0 is "least satisfied" and 100 is "most satisfied."

Refer to the *Family Satisfaction in the Intensive Care Unit© (FS-ICU): Instructions for Recoding and Scoring* document listed in the "Companion Documents" field for additional information on scoring.

Exclusions

Questionnaires with less than 70% of the items in the "Satisfaction with Care" scale and the "Family Satisfaction with Decision-making Around Care of Critically Ill Patients" are excluded from scoring analysis.

Measure Results Under Control of Health Care Professionals, Organizations and/or Policymakers

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

Numerator Time Window

Encounter or point in time

Data Source

Patient survey

Level of Determination of Quality

Not Individual Case

Pre-existing Instrument Used

Unspecified

Computation of the Measure

Scoring

Non-weighted Score/Composite/Scale

Interpretation of Score

Better quality is associated with a higher score

Allowance for Patient Factors

Unspecified

Standard of Comparison

Internal time comparison

Evaluation of Measure Properties

Extent of Measure Testing

The Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) questionnaire is a valid and reliable tool for assessing family satisfaction in the intensive care unit (ICU). Scores on the FS-ICU show good validity against other indicators of ICU quality.

Evidence for Reliability/Validity Testing

Wall RJ, Engelberg RA, Downey L, Heyland DK, Curtis JR. Refinement, scoring, and validation of the Family Satisfaction in the Intensive Care Unit (FS-ICU) survey. Crit Care Med. 2007 Jan;35(1):271-9. [PubMed](#)

Identifying Information

Original Title

Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) - overall score.

Measure Collection Name

Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) Questionnaire

Submitter

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Developer

Heyland, Daren K., MD, MSc - Independent Author(s)

Funding Source(s)

Unfunded

Composition of the Group that Developed the Measure

Multidisciplinary Research Group at Kingston General Hospital

Financial Disclosures/Other Potential Conflicts of Interest

None

Adaptation

Measure was not adapted from another source.

Release Date

2006 Aug

Measure Status

This is the current release of the measure.

Source(s)

Measure Availability

The individual measure, "Family Satisfaction in the Intensive Care Unit© (FS-ICU 24) - Overall Score," is published in "Family Satisfaction with Care in the Intensive Care Unit© (FS-ICU 24) Version 11." This document is available in Portable Document Format (PDF) from the [CARENET Web site](#)

For more information, contact Dr. Daren Heyland at Kingston General Hospital, 76 Stuart St., Angada 3, Kingston, ON, K7L-2V7; E-mail: dkh2@queensu.ca; Web site: www.thecarenet.ca/familysatisfaction

Companion Documents

The following are available:

Heyland DK. Family satisfaction in the intensive care unit© (FS-ICU): instructions for recoding and scoring. Canada: Canadian Researchers at the End of Life Network (CARENET); 2006 Jul. 3 p. This document is available in Portable Document Format (PDF) from the [CARENET Web site](#)

Heyland DK. Overview of FS-ICU item reduction. Canada: Canadian Researchers at the End of Life Network (CARENET); 3 p. This document is available in PDF from the [CARENET Web site](#)

Heyland DK. Family satisfaction with care in the intensive care unit© (FS-ICU 34) version 11. Canada: Canadian Researchers at the End of Life Network (CARENET); 2006 Aug 15. 9 p. This document is available in PDF from the [CARENET Web site](#)

For more information, contact Dr. Daren Heyland at Kingston General Hospital, 76 Stuart St., Angada 3, Kingston, ON, K7L-2V7; E-mail: dkh2@queensu.ca; Web site: www.thecarenet.ca/familysatisfaction

NQMC Status

This NQMC summary was completed by ECRI Institute on July 20, 2010. The information was verified by the measure developer on August 16, 2010.

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